

STUDENT OF THE QUARTER

Never a dull moment when you shine like a “Star”



Star Myers
Claims Representative
Westfield Insurance

Just spend a couple of minutes with Star Myers and you will see that she embodies pride and passion. She takes pride in her ability to keep a positive attitude regardless of the situation. She takes pride in her high energy and enthusiasm. She takes pride in her work ethic and dedication. But perhaps most significantly, she takes pride in knowing that around her, there will never be a dull moment.

“Every day is something unique and

different,” said Myers, who started in the insurance industry in 2002.

After advancing through such positions as commercial service specialist, claims administrative assistant, and claims professional development trainee, she is now embracing her latest role as claims representative. But to get to where she is now, she had to become a student first. While it took a lot of hard work and a passion for excellence, she completed her BA degree this year from Penn State University, along with completing an extensive eight-month Claims Professional Development Program through Westfield Insurance. Star is especially proud of the quote she co-created with her team while in the Claims Professional Development Program, which states, “Keep your head

in it, your heart in it, and have passion for what you do!”

Now that she is fully immersed in the claims representative position, she has realized the learning process is far from over.

“Truly listening to your customers is such an important part of the process. I always try to put myself in their shoes and treat them with the utmost respect,” said Myers.

She goes on to say that in the job of a claims representative it is essential to not only understand the philosophies of the company you work for, but also the concerns of the customers you work with. In return, they might even add a little fun and excitement to your day!

TRAINER OF THE SEASON

Never Stop Learning!



Shawn Wiley
Director of Training
Fireman's Fund

Listening. Empathizing. Education. These three attributes sum up the road to success for Shawn

Wiley, director of training for Fireman's Fund. Having been in the insurance industry since 1986, Shawn found that he had an inherent ability to listen to and empathize with his customers and co-workers. Not only did he find success in these areas, he also found a collateral benefit of earning trust from his clients.

As to his education, he exemplifies the saying, “Never stop learning.” His educational background includes a BA degree from California State University, Northridge, an MBA from Pepperdine

University, and designations in AIM, CPCU, and ARe. But Shawn is quick to point out that diplomas, degrees, and designations are just a small part of the learning and education process. As director of training, he challenges himself to learn something new about the insurance business every day. He also takes great pride in mentoring employees. Throughout his insurance career, he's enjoyed seeing some of the people he's helped progress into managerial roles.

Maybe it was Shawn's world travels—to places such as Mexico, Europe and China—that helped him to become so good at listening and empathizing. Maybe it was his first manager, Rick Gardner, who told him, “The most important part of your job is to just reassure the customer that we are there to take care of them.” Or maybe it was his great sense of humor that helped people to relax and feel comfortable around him.

Shawn's direct manager, David Hall, assistant vice president for Fireman's Fund, commented, “When I came into Training and Development everyone told me that Shawn was a great manager of people. I've definitely found that to be true. He takes his responsibility of managing people seriously and genuinely cares about helping people succeed.”

Shawn is especially concerned with the potential harm that is caused when claims employees use the Claims Hammer, as taught in III's Awesome Claims Customer Service. He elaborated, “Claims adjusters do so much damage to the customer service process when they use the hammer. If only they realized the customer just wants to be listened to and treated with respect, everyone involved would have a much more positive claims experience.”